



Digital Certificate Management - Initial Installation Guide

Integrated Behavioral Health Information Systems (IBHIS) Project

Los Angeles County Department of Mental Health Chief Information Office Bureau Project Management Division Integration Section

Version 1.2

04/05/2016

DOCUMENT REVISION HISTORY

| Version | Release Date | Revised by | Comments/ Indicate Sections Revised |
|---------------------|--------------|----------------------|--|
| Release Version 1.0 | 04/02/2014 | DMH Integration Team | Separated document from TPA User Manual. Added a Note to address the 48 hour turnaround time to establish interface access. |
| Release Version 1.1 | 04/22/2014 | DMH Integration Team | Fixed link on page 21. |
| Release Version 1.2 | 04/05/2016 | DMH Integration Team | Modified instructions in “Downloading the digital certificate” section based on changes to current process. |



Table of Contents

A. DIGITAL CERTIFICATE – ASSIGNMENT PROCESS TEST and PRODUCTION 3

A.1. Installing the Digital Certificate 4

 Obtaining the Enrollment Code 4

 Downloading the Digital Certificate..... 5

A.2. Configuring Los Angeles County Department of Mental Health Certificate Authority 12

 Importing the Certification Authority 18

 Verifying the installation..... 22

A. DIGITAL CERTIFICATE – ASSIGNMENT PROCESS TEST and PRODUCTION

This document describes the process by which Trading Partners are to install and configure their assigned Digital Certificate for data exchange with the Los Angeles County Department of Mental Health. For assistance with backing up or transferring digital certificates to multiple systems please see the **Digital Certificate Management – Back up and Configuration Guide**.

PLEASE NOTE:

The following instructions should be performed on the system that will be connecting to DMH.

Currently, Internet Explorer versions 8 through 11 are the only supported browsers for certificate installation. For IE versions 10 and 11, “Compatibility View” must be enabled.

In order to successfully download/install the DMH Digital Certificate, your computer must have Active-X enabled/installed. If the system does not meet the above conditions, please contact your IT Support Group.

A.1. Installing the Digital Certificate

Obtaining the Enrollment Code

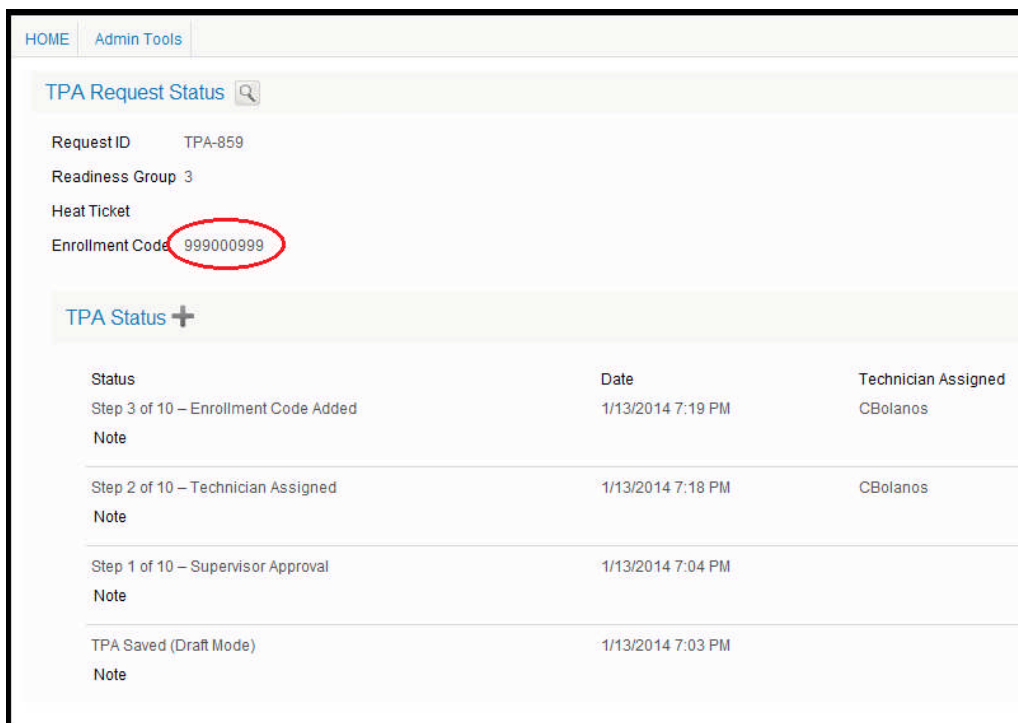
In order to download the organizations certificate, an enrollment code is provided by DMH. This enrollment code can be obtained from the TPA Request Application by clicking on the following link:

<https://extra.dmh.lacounty.gov/TPARequest/Security/SignIn.aspx>

NOTE: If you do not have access to the TPA Request Application, please ask the user in your organization that does to get the enrollment code for you.

Once logged into the TPA Application, Navigate to the **Status** page, and locate enrollment code. Please note this code as it is used subsequently in your installation process.

NOTE: When a production certificate is issued, the enrollment code will be updated.



HOME Admin Tools

TPA Request Status

RequestID TPA-859

Readiness Group 3

Heat Ticket

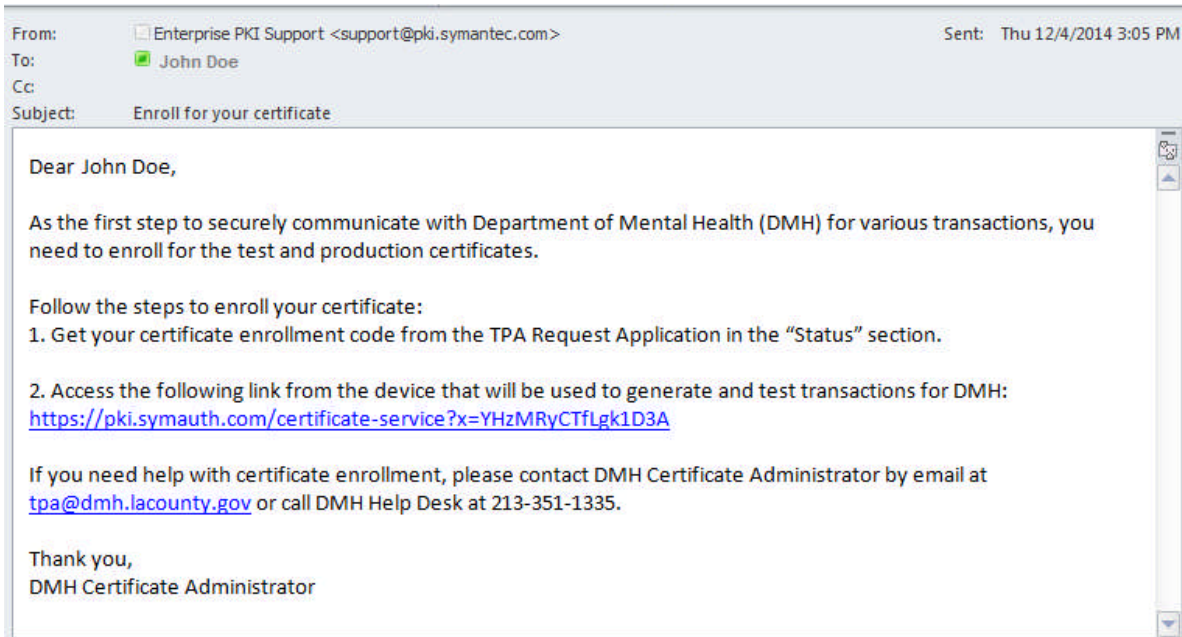
Enrollment Code 999000999

TPA Status +

| Status | Date | Technician Assigned |
|--|-------------------|---------------------|
| Step 3 of 10 – Enrollment Code Added Note | 1/13/2014 7:19 PM | CBolanos |
| Step 2 of 10 – Technician Assigned Note | 1/13/2014 7:18 PM | CBolanos |
| Step 1 of 10 – Supervisor Approval Note | 1/13/2014 7:04 PM | |
| TPA Saved (Draft Mode) Note | 1/13/2014 7:03 PM | |

Downloading the Digital Certificate

- The Symantec PKI System will send an e-mail notifying the digital certificate issued to the organization is ready for installation. The notification will be sent to the e-mail provided in the “TRADING PARTNER DIGITAL CERTIFICATE / TECHNICAL / EDI CONTACT INFORMATION” section.
- Open the link provided in the email sent from Enterprise PKI Support using Internet Explorer.

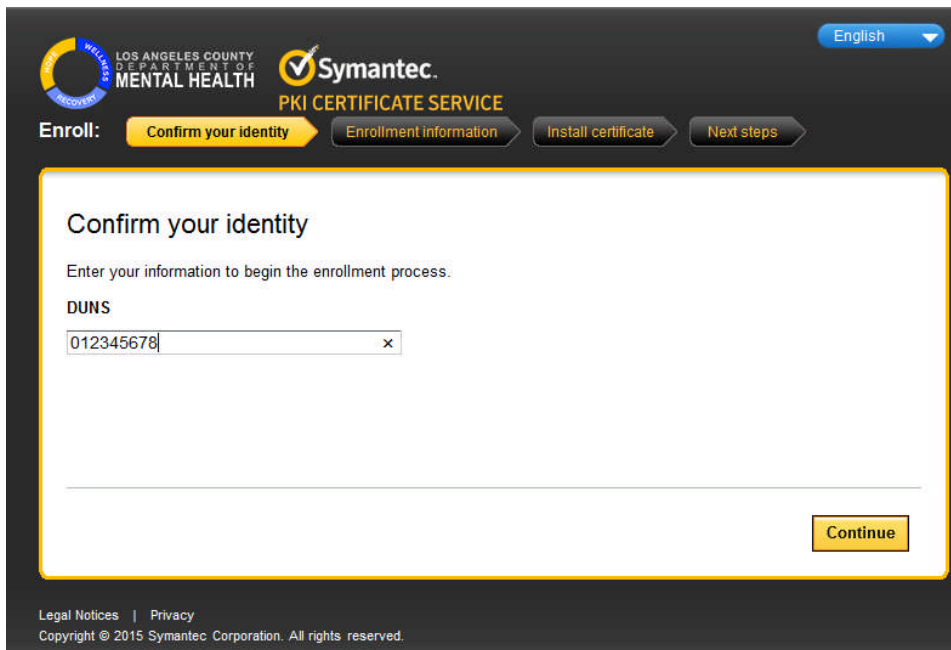


- Symantec’s digital certificate **Enroll** page will be displayed.

To confirm your identity – enter the organizations DUNS number in DUNS field. The DUNS number can be obtained from the TPA Request Application.

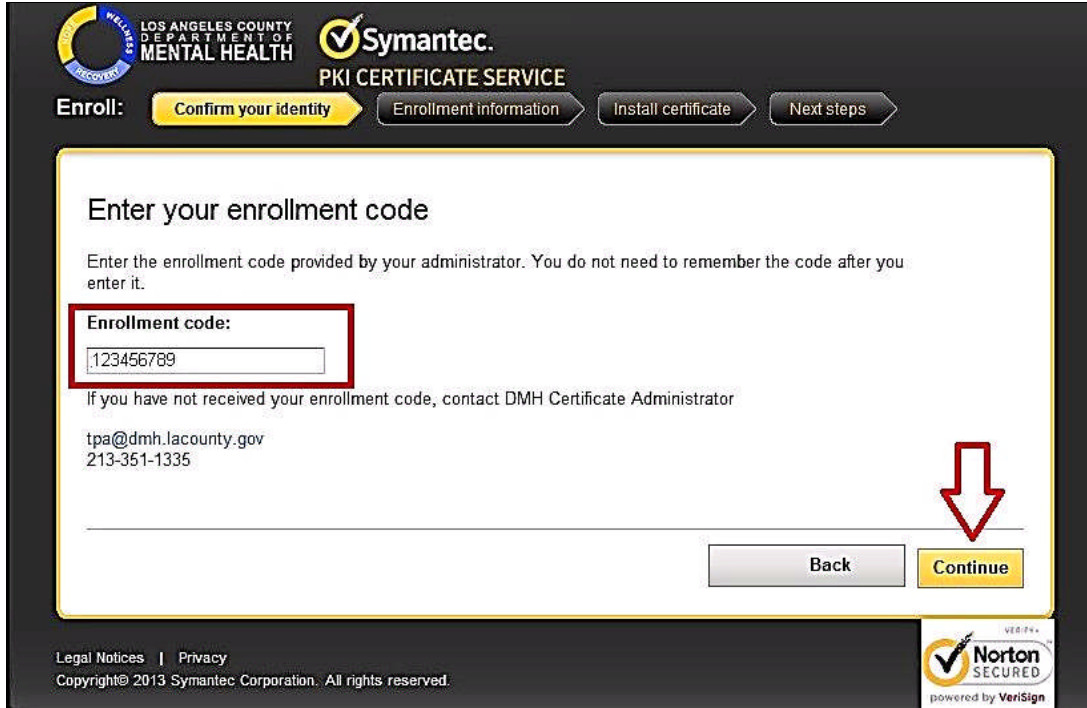
Note: If you do not have access to the TPA Request Application, please ask the user in your organization that does to get you the DUNS number.

- Click **Continue**.

The screenshot shows the Symantec PKI Certificate Service enrollment interface. At the top, there are logos for Los Angeles County Department of Mental Health and Symantec, along with a language dropdown set to "English". Below the logos is a progress bar with four steps: "Enroll:", "Confirm your identity" (highlighted in yellow), "Enrollment information", "Install certificate", and "Next steps". The main content area is titled "Confirm your identity" and includes the instruction "Enter your information to begin the enrollment process." Below this, there is a "DUNS" label and a text input field containing the number "012345678". A "Continue" button is located at the bottom right of the form area. At the very bottom of the page, there are links for "Legal Notices" and "Privacy", and a copyright notice: "Copyright © 2015 Symantec Corporation. All rights reserved."

Enter the **Enrollment Code**. The Enrollment Code can be obtained from the TPA Request Application Status page.

- Click **Continue**.



LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH

Symantec.
PKI CERTIFICATE SERVICE

Enroll: Confirm your identity Enrollment information Install certificate Next steps

Enter your enrollment code

Enter the enrollment code provided by your administrator. You do not need to remember the code after you enter it.

Enrollment code:

If you have not received your enrollment code, contact DMH Certificate Administrator

tpa@dmh.lacounty.gov
213-351-1335

Back Continue

Legal Notices | Privacy
Copyright © 2013 Symantec Corporation. All rights reserved.

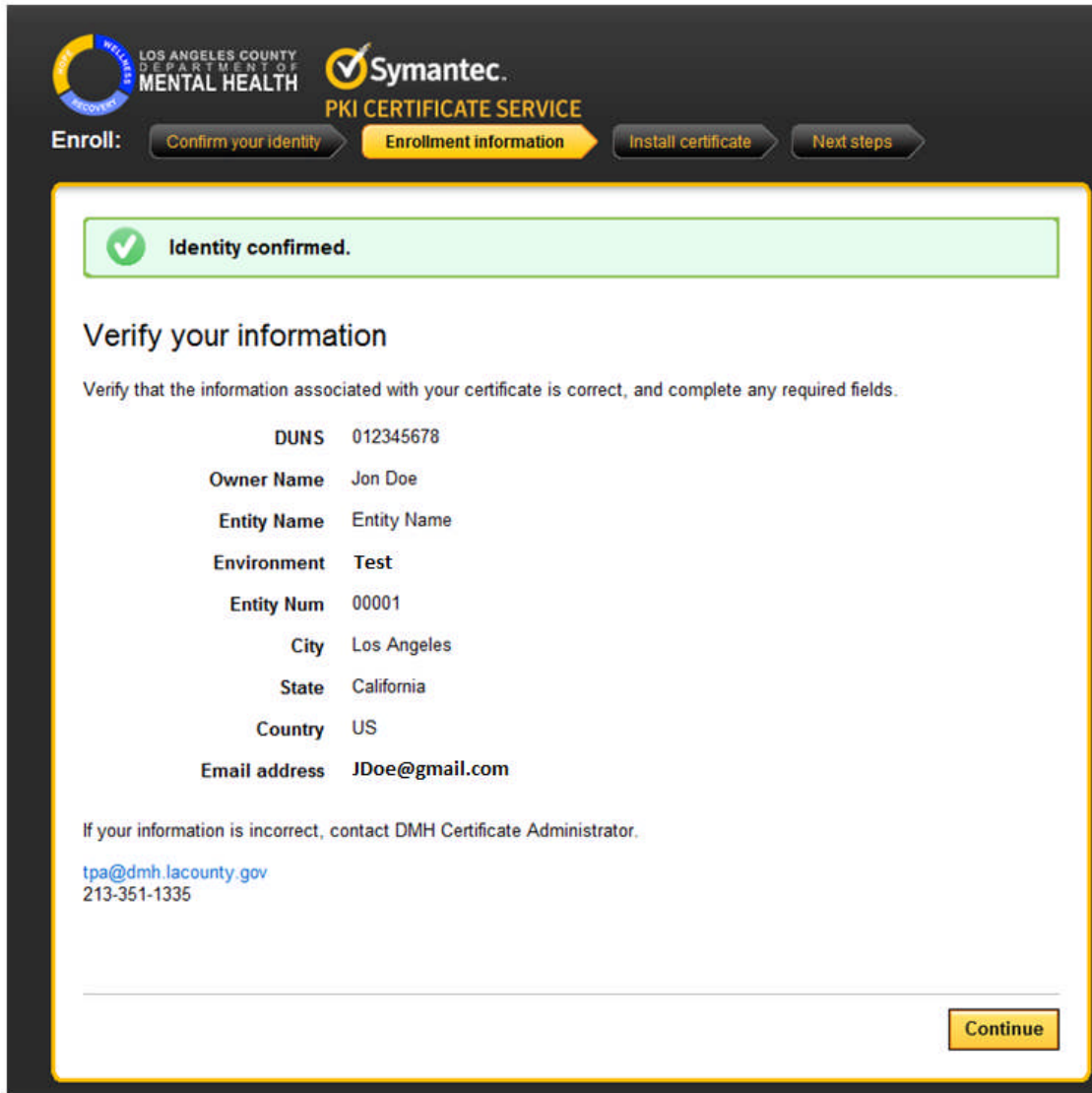
Norton
SECURED
powered by VeriSign

Once identity is confirmed, please review and validate the information displayed.


- If information provided is correct, click **Continue**.

For changes, please contact LA County's DMH Certificate Administrator at TPA@dmh.lacounty.gov.

Legal Entities Example



Enroll: Confirm your identity | **Enrollment information** | Install certificate | Next steps

 **Identity confirmed.**

Verify your information



Verify that the information associated with your certificate is correct, and complete any required fields.

| | |
|---------------|----------------|
| DUNS | 012345678 |
| Owner Name | Jon Doe |
| Entity Name | Entity Name |
| Environment | Test |
| Entity Num | 00001 |
| City | Los Angeles |
| State | California |
| Country | US |
| Email address | JDoe@gmail.com |

If your information is incorrect, contact DMH Certificate Administrator.
tpa@dmh.lacounty.gov
 213-351-1335

Continue

FFS Network Providers Example

LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH

PKI CERTIFICATE SERVICE

Enroll:

Confirm your identity

Enrollment information

Install certificate

Next steps

✓ Identity confirmed.

Verify your information

Verify that the information associated with your certificate is correct, and complete any required fields.

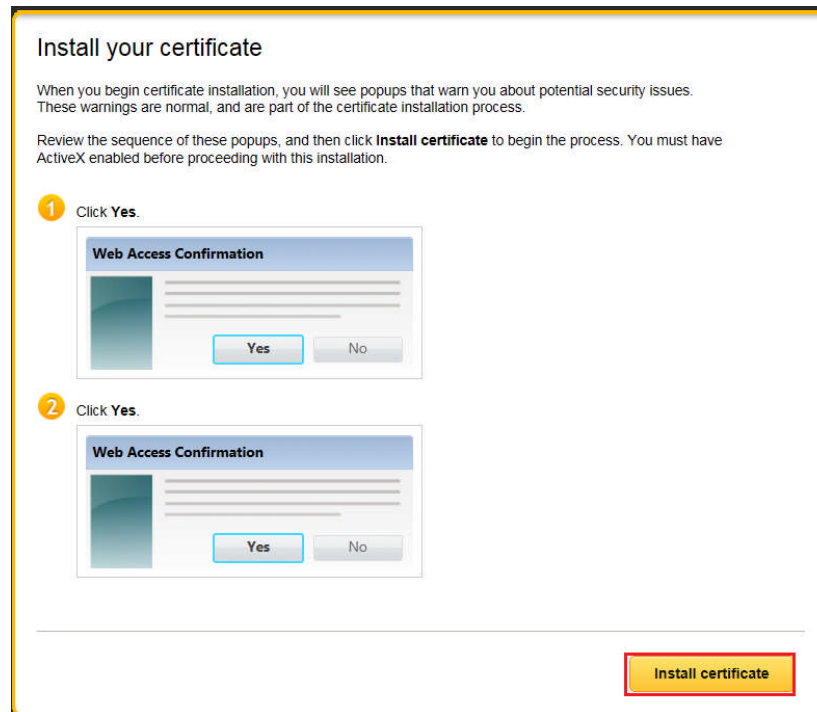
| | |
|---------------|---------------------|
| DUNS | 123456789 |
| Owner Name | Jane Doe |
| Entity Name | Jane Doe |
| Environment | TEST |
| Entity Num | 9999 |
| City | Los Angeles |
| State | California |
| Country | US |
| Email address | ITContact@gmail.com |

If your information is incorrect, contact DMH Certificate Administrator.

tpa@dmh.lacounty.gov
 213-351-1335

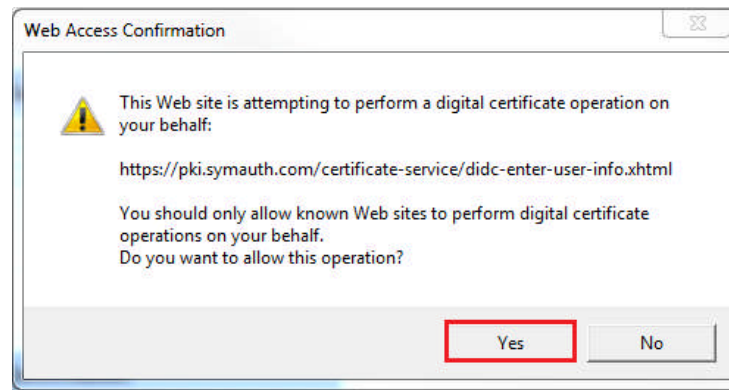
Continue

- Click **Install certificate**.

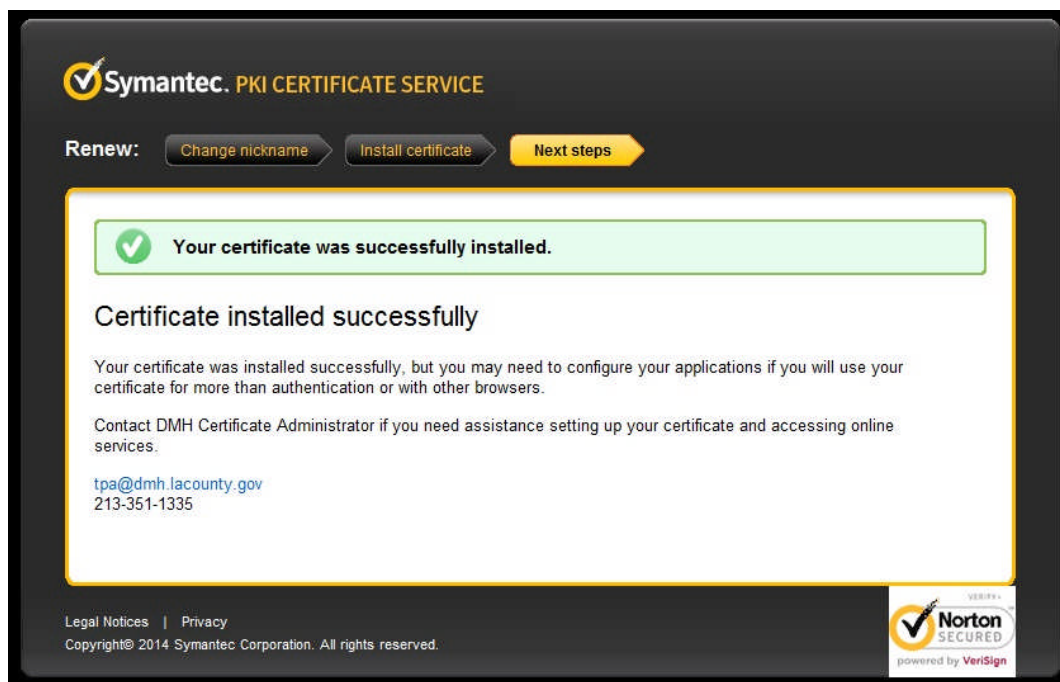


You will be prompted with a security warning asking whether you would like to allow the Symantec site to continue, to confirm, click **Yes**.

Note: The message below will appear twice. When prompted again, click **Yes** to proceed.



Upon successful installation, the following message will appear.



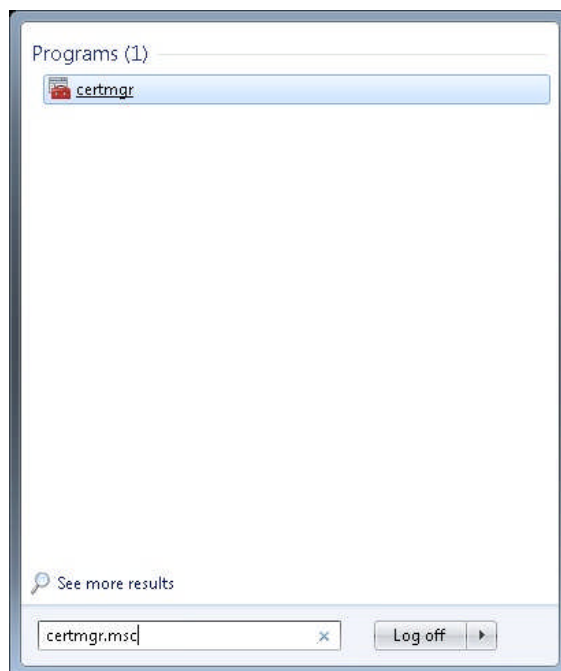
A.2. Configuring Los Angeles County Department of Mental Health Certificate Authority

After initial installation the Los Angeles County Department of Mental Health CA is not recognized as a public trusted certification authority.

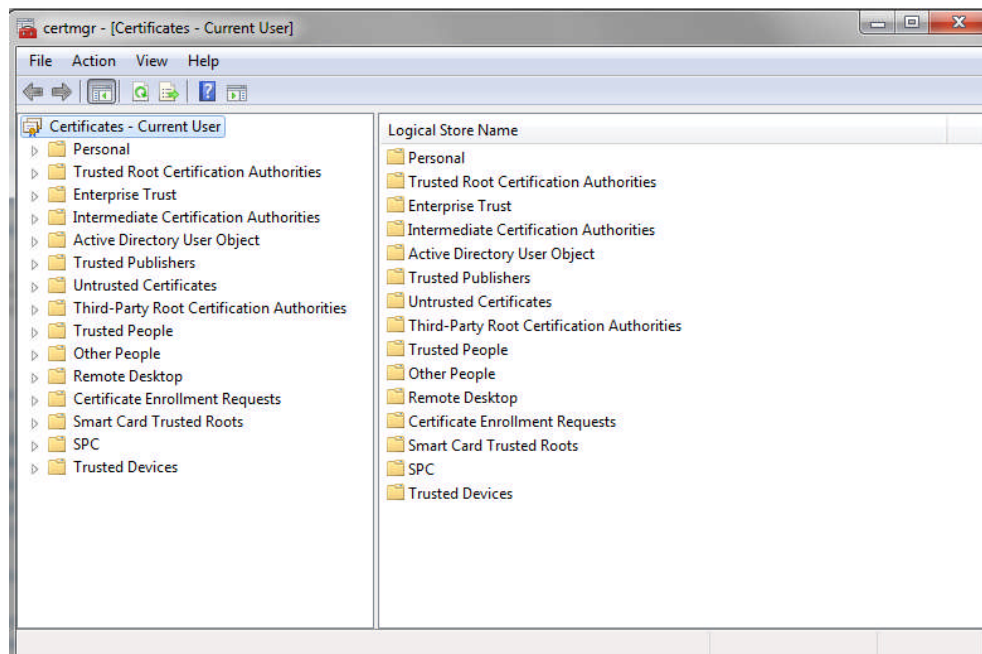
The following steps will configure the Los Angeles County Department of Mental Health CA as a Trusted Root Certification Authority.

Open the Certificates Manager Console

For Windows XP or higher click the **Start → Run** and type **certmgr.msc** and press **Enter**.



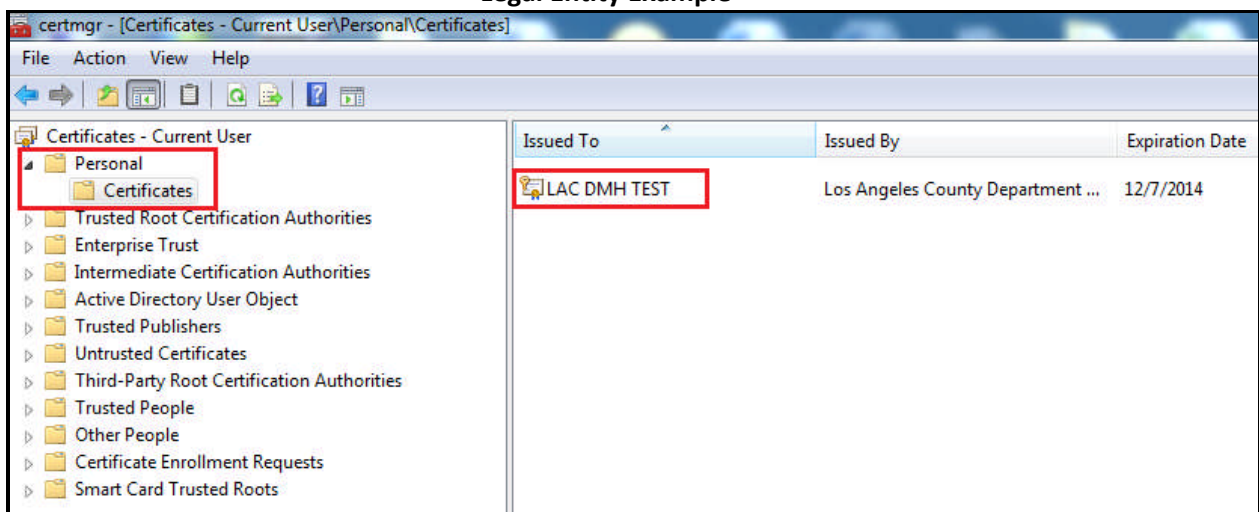
- The certificate manager console will appear.



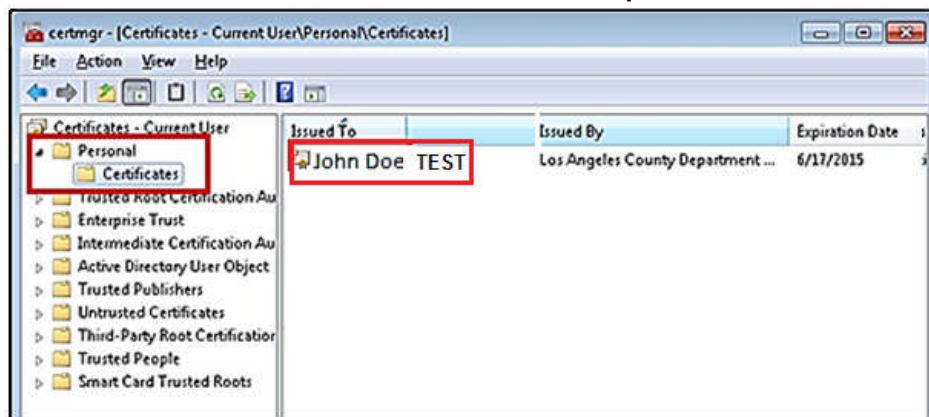
1. Expand the **Personal store**.
2. Click on **Certificates** in the left pane.
3. The certificates contained should appear on the right pane.
4. Open the certificate by double clicking the certificate issued.
5. The certificate is named after the Entity Name (for Legal Entities) and Trading Partner name (for FFS Network Providers).

In the examples below the certificate has been issued to LAC DMH TEST for LE and John Doe Test for FFS Network Provider.

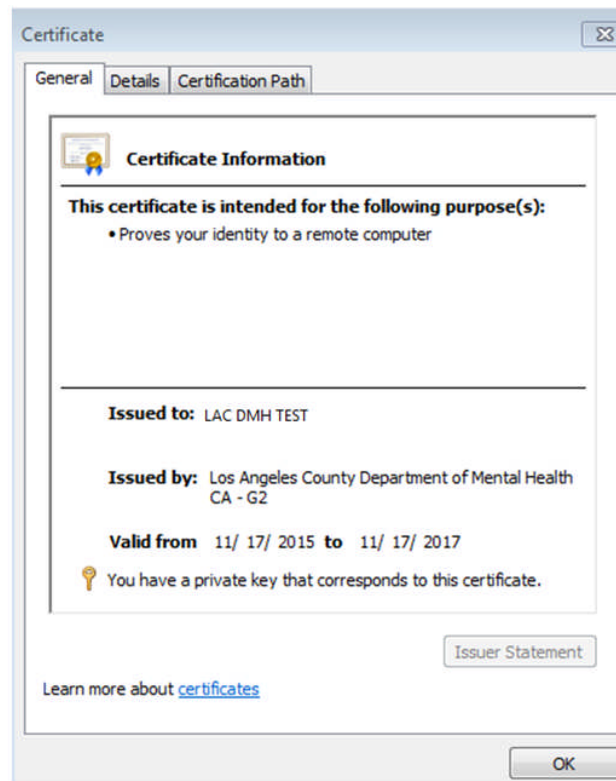
Legal Entity Example



FFS Network Provider Example



The certificate properties window will appear.



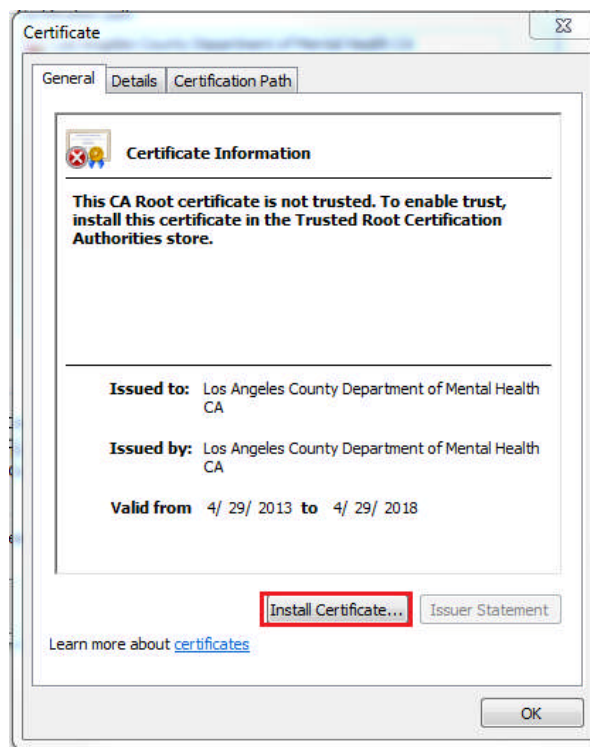
1. Click the **Certification Path** tab.
2. Click the entry **Los Angeles County Department of Mental Health CA**.
3. Click **View Certificate**.



This will open the certificate for the **Los Angeles County Department of Mental Health CA**

Note: The LACDMH CA Root certificate is not trusted.

4. Click **Install Certificate**.

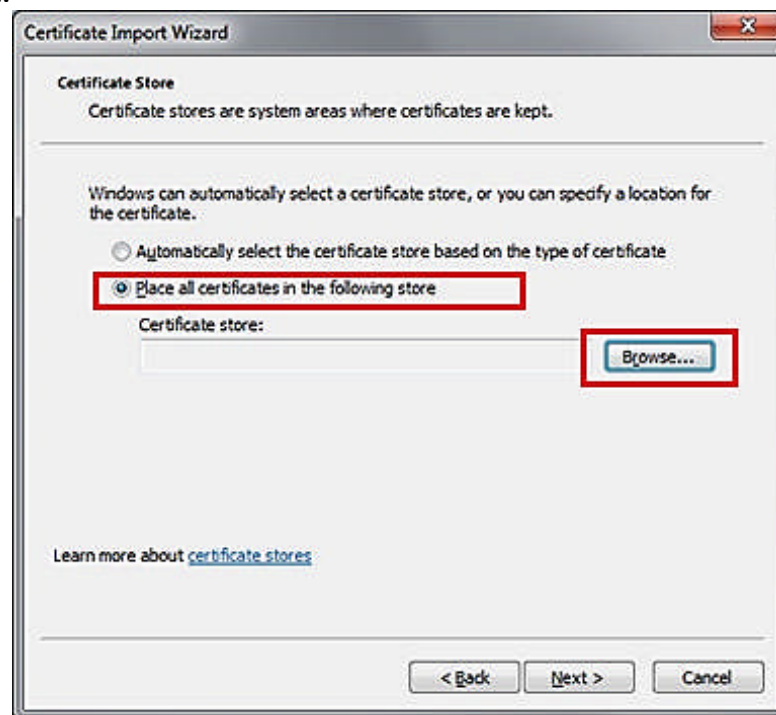


Importing the Certification Authority

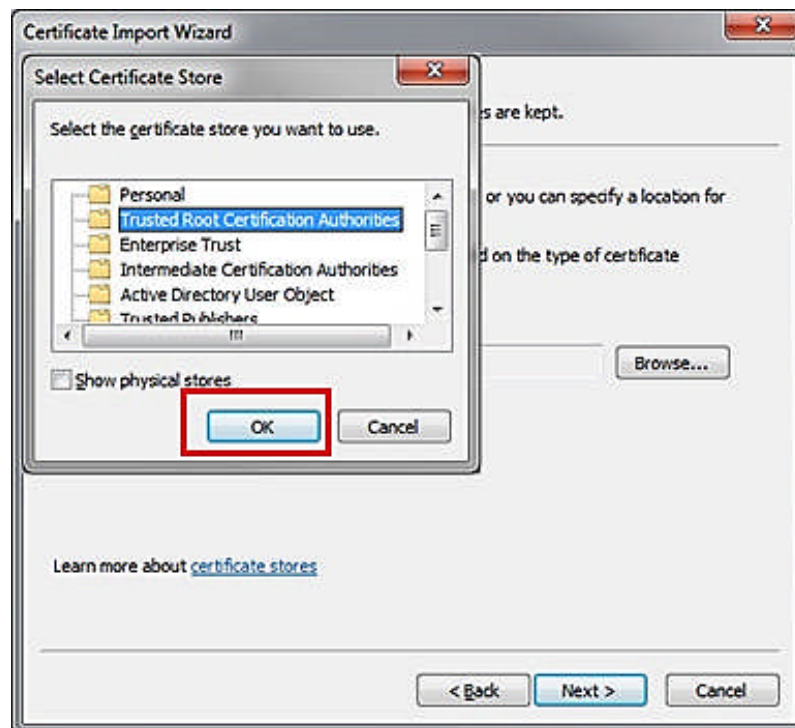
1. Click **Next**.



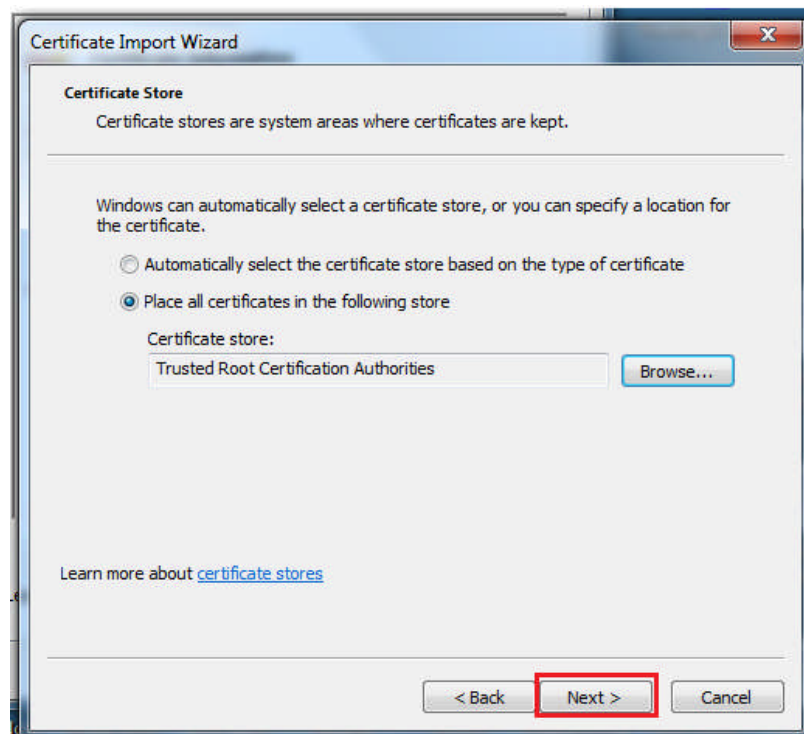
2. Select **Place all certificates in the following store** option.
3. Click **Browse**.



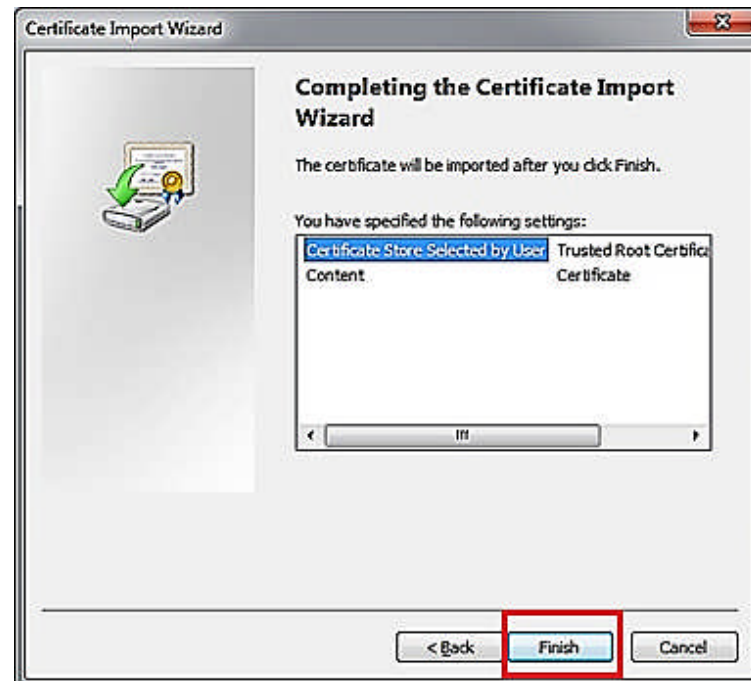
4. Select **Trusted Root Certification Authorities** folder.
5. Click **OK**.



6. Click **Next**.

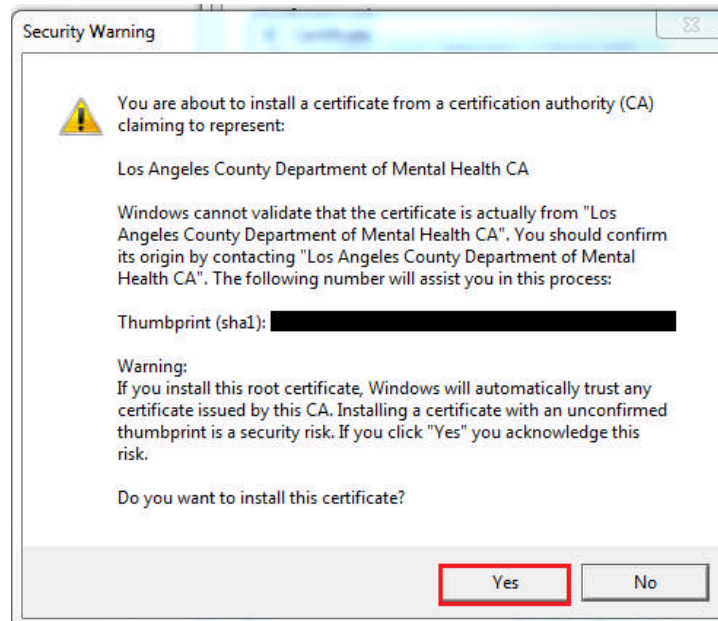


7. Click **Finish**.



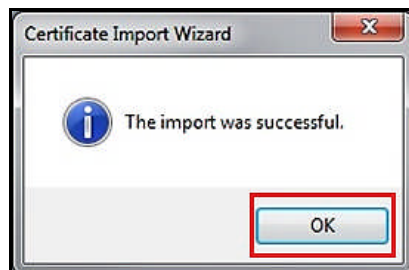
The following warning should be displayed confirming that you are about to install the **Los Angeles County Department of Mental Health CA**.

- Click **Yes** to proceed.



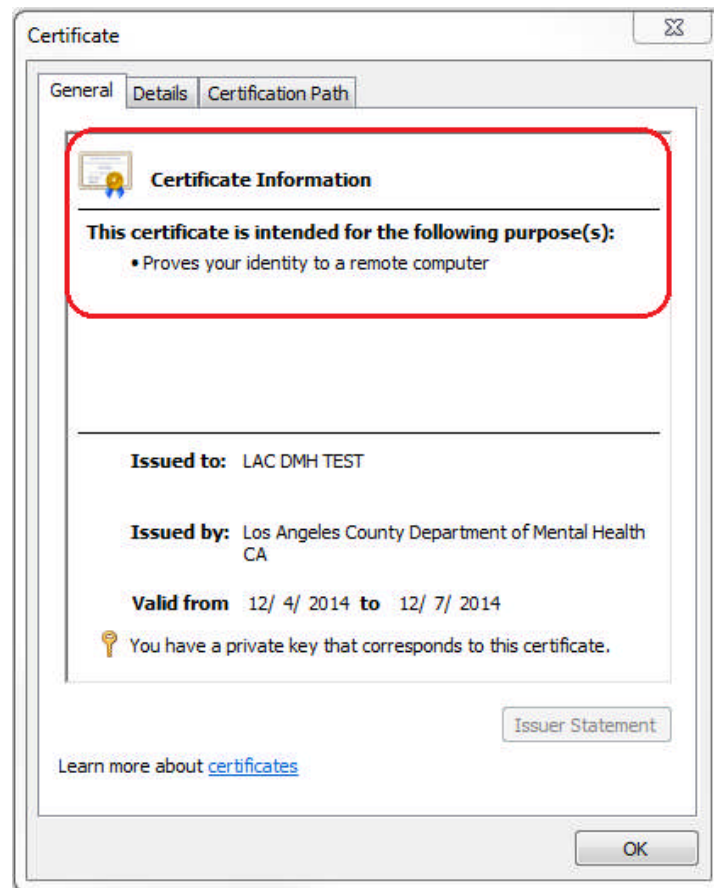
The following message should display confirming "The import was successful".


- Click **OK**.



Verifying the installation

Return to the Certificates Manager Console and open the certificate by double clicking the name under **Issued To**.



This icon  should display next to the Certificate Information section. The system should now trust the **Los Angeles County Department of Mental Health CA** and any certificates issued by it.

Next Step: Test Connectivity with DMH.

Additional Guides for reference are:

- For documentation on exporting and or backing up certificates, refer to “Digital Certificate Management – Back up and Configuration Guide”.
- For documentation on connectivity testing, refer to “IBHIS Secure File Exchange Instructions”.

Contract Providers: http://lacdmh.lacounty.gov/hipaa/IBHIS_EDI_Guides.htm

Network Providers: http://lacdmh.lacounty.gov/hipaa/ffs_IBHIS_EDI_Guides.htm

NOTE:

ONCE CERTIFICATE HAS BEEN INSTALLED, PLEASE ALLOW UP TO 48 HOURS PRIOR TO TESTING CONNECTIVITY WITH DMH

Certificates are valid for 2 years. The LA County DMH Certificate Administrator will send reminders to the IT Contact email registered in the Trading Partner Agreement Application starting 90 days from expiration date.